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USWEST

Eiridge A. Stafford
Executive Director-
Federal Regulatory

August 2, 1999

DOCKET FILE COPY ORIGINAL

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AUG 2 1999

**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**

Ms. Magalie Roman-Salas
Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

RE: U S WEST's Quarterly ONA Nondiscrimination Reports,
CC Docket No. 88-2, Phase I; CC Docket No. 96-128

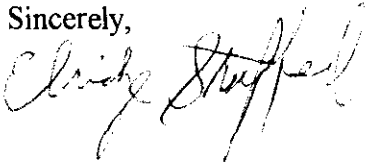
Dear Ms. Salas:

Pursuant to the FCC orders approving U S WEST's ONA Plan,¹ U S WEST hereby submits its ONA nondiscrimination reports for installation and maintenance for the second quarter of 1999.

Acknowledgment of date of receipt of this submission is requested. A duplicate letter is provided for this purpose.

Please contact me if you have any questions.

Sincerely,



Attachments

cc: Ms. Janice Myles

¹ See Memorandum Opinion and Order, CC Docket No. 88-2, Phase I (released May 8, 1990, and Memorandum Opinion and Order on Reconsideration, CC Docket No. 88-2, Phase I (released May 8, 1990).

No. of Copies rec'd 079
List ABCDE

Quarterly ONA Maintenance Report
U S WEST Communications
2 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Tickets	34		159	
Average Interval in Hrs/Mns	2	35	6	15
A2- PBX				
Total Tickets	222		3511	
Average Interval in Hrs/Mns	5	38	6	10
A3- Centrex				
Total Tickets	141		383	
Average Interval in Hrs/Mns	5	44	6	12
A4-WATS				
Total Tickets	0		70	
Average Interval in Hrs/Mns	NO ACTIVITY		4	46
A5- Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
A6- Feature Group A				
Total Tickets	0		249	
Average Interval in Hrs/Mns	NO ACTIVITY		5	5
A7- Foreign Exchange				
Total Tickets	243		1233	
Average Interval in Hrs/Mns	6	28	6	54

Quarterly ONA Maintenance Report
U S WEST Communications
 2 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Tickets	0		51	
Average Interval in Hrs/Mns	NO ACTIVITY		4	29
B2- Feature Group D				
Total Tickets	0		527	
Average Interval in Hrs/Mns	NO ACTIVITY		9	21
B3- DID				
Total Tickets	256		2545	
Average Interval in Hrs/Mns	3	36	4	29

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Quarterly ONA Maintenance Report
U S WEST Communications
2 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Tickets	10		1370	
Average Interval in Hrs/Mns	3	21	4	21
C2-Packet Synchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
C3-Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	

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Quarterly ONA Maintenance Report
U S WEST Communications
2 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1- Protective Alarm				
Total Tickets	2		64	
Average Interval in Hrs/Mns	3	25	7	0
D2- Protective Relay				
Total Tickets	1		219	
Average Interval in Hrs/Mns	2	59	7	3
D3- Control Circuit				
Total Tickets	0		3	
Average Interval in Hrs/Mns	NO ACTIVITY		13	36
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Quarterly ONA Maintenance Report
U S WEST Communications
 2 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1- Telegraph Grade, 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2- Telegraph Grade, 150 Baud		
Total Tickets	0	39
Average Interval in Hrs/Mns	NO ACTIVITY	6 1

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Quarterly ONA Maintenance Report
U S WEST Communications
 2 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Tickets	4		399	
Average Interval in Hrs/Mns	1	19	6	34
F2- Voice, Switched Line				
Total Tickets	665		3661	
Average Interval in Hrs/Mns	3	38	4	56
F3- Voice, Switched Trunk				
Total Tickets	696		3824	
Average Interval in Hrs/Mns	5	11	5	6
F4- Voice and Tone, Radio Land Line				
Total Tickets	1		216	
Average Interval in Hrs/Mns	1	27	5	32
F5- Data, Low Speed				
Total Tickets	0		168	
Average Interval in Hrs/Mns	NO ACTIVITY		6	27
F6- Basic Data and Voice				
Total Tickets	286		11041	
Average Interval in Hrs/Mns	4	2	4	4
F7- Voice and Data, PSN Access				
Total Tickets	0		362	
Average Interval in Hrs/Mns	NO ACTIVITY		4	6
F8- Voice and Data, SSN Access				
Total Tickets	0		3	
Average Interval in Hrs/Mns	NO ACTIVITY		54	58
F9- Voice and Data, SSN Intermachine				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F10- Data Extension, Voice Grade				
Total Tickets	1		259	
Average Interval in Hrs/Mns	0	3	3	45
F11- Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F12- Protective Relay, Voice Grade				
Total Tickets	0		7	
Average Interval in Hrs/Mns	NO ACTIVITY		5	22

Quarterly ONA Maintenance Report
U S WEST Communications
2 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Tickets	0		11	
Average Interval in Hrs/Mns	NO ACTIVITY		13	33
G2- Program Audio, 100-5000 Hz				
Total Tickets	0		8	
Average Interval in Hrs/Mns	NO ACTIVITY		1	49
G3- Program Audio, 50-8000 Hz				
Total Tickets	7		62	
Average Interval in Hrs/Mns	4	19	4	57
G4- Program Audio, 50-15000 Hz				
Total Tickets	1		75	
Average Interval in Hrs/Mns	0	58	9	50

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Quarterly ONA Maintenance Report
U S WEST Communications
 2 QTR 1999

	AFFILIATE	ALL OTHERS	
H1- TV Channel, 1 Way 15 kHz Audio			
Total Tickets	0	41	
Average Interval in Hrs/Mns	NO ACTIVITY	5	33
 H2- TV Channel, 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	

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Quarterly ONA Maintenance Report
U S WEST Communications
2 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Dedicated Voice Circuit				
Total Tickets	2		102	
Average Interval in Hrs/Mns	0	9	3	15
I2- Dedicated Data 2.4 kbps				
Total Tickets	0		212	
Average Interval in Hrs/Mns	NO ACTIVITY		4	55
I3- Dedicated Data 4.8 kbps				
Total Tickets	0		58	
Average Interval in Hrs/Mns	NO ACTIVITY		4	6
I4- Dedicated Data 9.6 kbps				
Total Tickets	5		1037	
Average Interval in Hrs/Mns	1	12	4	57
I5- Dedicated Data 56 kbps				
Total Tickets	53		15002	
Average Interval in Hrs/Mns	2	19	4	0

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 835. 836. 837. 838. 839. 840.

Quarterly ONA Maintenance Report
 U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | <u>ALL OTHERS</u> |
|---|------------------|-------------------|
| J1- Dedicated Hicap Digital, 1.544 mbps | | |
| Total Tickets | 266 | 13898 |
| Average Interval in Hrs/Mns | 3 | 29 |
| | | 4 |
| | | 33 |
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Quarterly ONA Maintenance Report
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | <u>ALL OTHERS</u> | |
|---|------------------|-------------------|----|
| K1- Dedicated Digital, 3.152 mbps | | | |
| Total Tickets | 0 | 1 | |
| Average Interval in Hrs/Mns | NO ACTIVITY | 2 | 53 |
| K2- Dedicated Digital, 6.312 mbps | | | |
| Total Tickets | 0 | 0 | |
| Average Interval in Hrs/Mns | NO ACTIVITY | NO ACTIVITY | |
| K3- Dedicated Digital, 44.736 mbps | | | |
| Total Tickets | 0 | 239 | |
| Average Interval in Hrs/Mns | NO ACTIVITY | 3 | 44 |
| K4- Dedicated Digital, 45 mbps or Higher | | | |
| Total Tickets | 0 | 14 | |
| Average Interval in Hrs/Mns | NO ACTIVITY | 11 | 51 |

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Quarterly ONA Maintenance Report
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|-----------------------------|------------------|----|-------------------|----|
| L1- Smart PAL | | | | |
| Total Tickets | 5826 | | 0 | |
| Average Interval in Hrs/Mns | 33 | 7 | NO ACTIVITY | |
| L2- Basic PAL | | | | |
| Total Tickets | 3577 | | 2739 | |
| Average Interval in Hrs/Mns | 22 | 29 | 31 | 47 |

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Quarterly ONA Maintenance Report - Tickets with Due Dates
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | <u>ALL OTHERS</u> |
|------------------------------|-------------------------|--------------------------|
| A1 - Business | | |
| Total Tickets | 68,167 | 132,015 |
| Average Interval in Hrs/Mns | 24:20 | 23:16 |
| Due Dates Missed | 5,756 | 11,948 |
| % Due Dates Missed | 8.44% | 9.05% |
| A2 - PBX | | |
| Total Tickets | 1,477 | 11,708 |
| Average Interval in Hrs/Mns | 19:40 | 17:42 |
| Due Dates Missed | 128 | 1,035 |
| % Due Dates Missed | 8.67% | 8.84% |
| A3 - Centrex | | |
| Total Tickets | 19,675 | 30,436 |
| Average Interval in Hrs/Mns | 24:59 | 25:06 |
| Due Dates Missed | 1,959 | 3,627 |
| % Due Dates Missed | 9.96% | 11.92% |
| A4 - WATS | | |
| Total Tickets | 2 | 88 |
| Average Interval in Hrs/Mns | 38:24 | 15:04 |
| Due Dates Missed | 2 | 7 |
| % Due Dates Missed | 100.00% | 7.95% |
| A5 - Mobile | | |
| Total Tickets | 8 | 71 |
| Average Interval in Hrs/Mns | 24:18 | 11:00 |
| Due Dates Missed | 1 | 7 |
| % Due Dates Missed | 12.50% | 9.86% |
| A6 - Feature Group A | | |
| Total Tickets | 37 | 312 |
| Average Interval in Hrs/Mns | 19:28 | 14:30 |
| Due Dates Missed | 2 | 33 |
| % Due Dates Missed | 5.41% | 10.58% |
| A7 - Foreign Exchange | | |
| Total Tickets | 394 | 1,296 |
| Average Interval in Hrs/Mns | 8:21 | 13:35 |
| Due Dates Missed | 25 | 107 |
| % Due Dates Missed | 6.35% | 8.26% |

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Quarterly ONA Maintenance Report - Tickets with Due Dates
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | <u>ALL OTHERS</u> |
|---------------------------------------|-------------------------|--------------------------|
| E1 - Telegraph grade, 75 baud | | |
| Total Tickets | 0 | 0 |
| Average Interval in Hrs/Mns | NO ACTIVITY | NO ACTIVITY |
| E2 - Telegraph grade, 150 baud | | |
| Total Tickets | 1 | 217 |
| Average Interval in Hrs/Mns | 1:30 | 29:43 |
| Due Dates Missed | 0 | 109 |
| % Due Dates Missed | 0.00% | 50.23% |

Quarterly ONA Installation Detail Report
U S WEST Communications
2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|-----------------------------|------------------|------------------|-------------------|------------------|
| A1- Business | | | | |
| Total Orders | 135392 | Average Interval | 273083 | Average Interval |
| Due Dates Missed | 4554 | (In Days) | 10646 | (In Days) |
| % Due Dates Missed | 3.36% | 5 | 3.90% | 4 |
| | | 3 | | 2 |
| A2- PBX | | | | |
| Total Orders | 2432 | Average Interval | 17850 | Average Interval |
| Due Dates Missed | 110 | (In Days) | 1080 | (In Days) |
| % Due Dates Missed | 4.52% | 11 | 6.05% | 13 |
| | | 9 | | 9 |
| A3- Centrex | | | | |
| Total Orders | 3208 | Average Interval | 6500 | Average Interval |
| Due Dates Missed | 139 | (In Days) | 193 | (In Days) |
| % Due Dates Missed | 4.33% | 8 | 2.97% | 6 |
| | | 6 | | 7 |
| A4- WATS | | | | |
| Total Orders | 0 | Average Interval | 89 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 1 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 1.12% | 9 |
| | | 0.00 | | 9 |
| A5- Mobile | | | | |
| Total Orders | 0 | Average Interval | 5 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 1 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 20.00% | 13 |
| | | 0.00 | | 30 |
| A6- Feature Group A | | | | |
| Total Orders | 8 | Average Interval | 280 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 19 | (In Days) |
| % Due Dates Missed | 0.00% | 3 | 6.79% | 6 |
| | | 3 | | 5 |
| A7- Foreign Exchange | | | | |
| Total Orders | 488 | Average Interval | 1760 | Average Interval |
| Due Dates Missed | 7 | (In Days) | 56 | (In Days) |
| % Due Dates Missed | 1.43% | 4 | 3.18% | 5 |
| | | 3 | | 4 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|----------------------------|--------------------|-------------------------|-------------------|-------------------------|
| B1- Feature Group B | | | | |
| Total Orders | 0 | Average Interval | 157 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 16 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 10.19% | 36 |
| | | 0.00 | | 34 |
| B2-Feature Group D | | | | |
| Total Orders | 0 | Average Interval | 1922 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 179 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 9.31% | 48 |
| | | 0.00 | | 47 |
| B3- DID | | | | |
| Total Orders | 55 | Average Interval | 395 | Average Interval |
| Due Dates Missed | 5 | (In Days) | 37 | (In Days) |
| % Due Dates Missed | 9.09% | 15 | 9.37% | 23 |
| | | 10 | | 15 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|--------------------------------------|--------------------|-------------------------|--------------------|-------------------------|
| C1-Packet DDD Line | | | | |
| Total Orders | 0 | Average Interval | 7 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 0.00% | 17 |
| | | 0.00 | | 17 |
| C2-Packet Synchronous Access | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 |
| | | 0.00 | | 0.00 |
| C3-Packet Asynchronous Access | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 |
| | | 0.00 | | 0.00 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|-----------------------------|------------------|------------------|-------------------|------------------|
| D1- Protective Alarm | | | | |
| Total Orders | 12 | Average Interval | 72 | Average Interval |
| Due Dates Missed | 2 | (In Days) | 13 | (In Days) |
| % Due Dates Missed | 16.67% | 4 | 18.06% | 11 |
| | | 4 | | 13 |
| D2- Protective Relay | | | | |
| Total Orders | 0 | Average Interval | 134 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 3 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 2.24% | 19 |
| | | 0.00 | | 10 |
| D3- Control Circuit | | | | |
| Total Orders | 2 | Average Interval | 152 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 13 | (In Days) |
| % Due Dates Missed | 0.00% | 0 | 8.55% | 5 |
| | | 0 | | 4 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|-------------------------------|--------------------|-------------------------|--------------------|-------------------------|
| E1- Telegraph 75 Baud | | | | |
| Total Orders | 0 | Average Interval | 5 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 2 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 40.00% | 24 |
| | | 0.00 | | 0.00 |
| E2- Telegraph 150 Baud | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 |
| | | 0.00 | | 0.00 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|---|------------------|------------------|-------------------|------------------|
| F1- Voice, Non-Switched Line | | | | |
| Total Orders | 0 | Average Interval | 238 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 28 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 11.76% | 15 |
| | | 0.00 | | 11 |
| F2- Voice, Switched Line | | | | |
| Total Orders | 23 | Average Interval | 878 | Average Interval |
| Due Dates Missed | 7 | (In Days) | 124 | (In Days) |
| % Due Dates Missed | 30.43% | 16 | 14.12% | 20 |
| | | 35 | | 18 |
| F3- Voice, Switched Trunk | | | | |
| Total Orders | 5 | Average Interval | 852 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 86 | (In Days) |
| % Due Dates Missed | 0.00% | 7 | 10.09% | 32 |
| | | 6 | | 31 |
| F4- Voice and Tone, Radio Land Line | | | | |
| Total Orders | 0 | Average Interval | 28 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 1 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 3.57% | 15 |
| | | 0.00 | | 7 |
| F5- Data, Low Speed | | | | |
| Total Orders | 0 | Average Interval | 120 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 8 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 6.67% | 15 |
| | | 0.00 | | 14 |
| F6- Basic Data and Voice | | | | |
| Total Orders | 82 | Average Interval | 3946 | Average Interval |
| Due Dates Missed | 16 | (In Days) | 392 | (In Days) |
| % Due Dates Missed | 19.51% | 14 | 9.93% | 17 |
| | | 14 | | 13 |
| F7- Voice/Data PSN Access Tie Trunk | | | | |
| Total Orders | 1 | Average Interval | 333 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 27 | (In Days) |
| % Due Dates Missed | 0.00% | 105 | 8.11% | 15 |
| | | 0.00 | | 16 |
| F8- Voice/Data SSN Access | | | | |
| Total Orders | 0 | Average Interval | 24 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 1 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 4.17% | 12 |
| | | 0.00 | | 7 |
| F9- Voice/Data SSN Intermachine Trunk | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 |
| | | 0.00 | | 0.00 |
| F10- Data Extension, Voice Grade | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 |
| | | 0.00 | | 0.00 |
| F11- Voice Grade Telephoto and Facsimile | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 |
| | | 0.00 | | 0.00 |
| F12- Protective Relay, Voice Grade | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 |
| | | 0.00 | | 0.00 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
2 QTR 1999

| | | <u>AFFILIATE</u> | <u>ALL OTHERS</u> | |
|---------------------------------------|--------------------|-------------------------|-------------------|-------------------------|
| G1- Program Audio, 200-3500 Hz | | | | |
| Total Orders | 0 | Average Interval | 18 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 7 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 38.89% | 13 |
| | | 0.00 | | 20 |
| G2- Program Audio, 100-5000 Hz | | | | |
| Total Orders | 0 | Average Interval | 18 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 0.00% | 6 |
| | | 0.00 | | 0.00 |
| G3- Program Audio, 50-8000 Hz | | | | |
| Total Orders | 1 | Average Interval | 53 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 15 | (In Days) |
| % Due Dates Missed | 0.00% | 54 | 28.30% | 20 |
| | | 0.00 | | 22 |
| G4- Program Audio, 50-15000 Hz | | | | |
| Total Orders | 2 | Average Interval | 24 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 5 | (In Days) |
| % Due Dates Missed | 0.00% | 4 | 20.83% | 39 |
| | | 0.00 | | 20 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|---|--------------------|-------------------------|--------------------|-------------------------|
| H1- TV Channel, 1 Way 15 kHz Audio | | | | |
| Total Orders | 2 | Average Interval | 29 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 1 | (In Days) |
| % Due Dates Missed | 0.00% | 12 | 3.45% | 15 |
| | | 0.00 | | 17 |
| H2- TV Channel, 1 Way 5 kHz Audio | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 |
| | | 0.00 | | 0.00 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|-----------------------------------|------------------|------------------|-------------------|------------------|
| I1- Digital Voice Circuit | | | | |
| Total Orders | 8 | Average Interval | 354 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 48 | (In Days) |
| % Due Dates Missed | 0.00% | 11 | 13.56% | 14 |
| | | 11 | | 14 |
| I2- Digital Data, 2.4 kbps | | | | |
| Total Orders | 0 | Average Interval | 97 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 6 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 6.19% | 15 |
| | | 0.00 | | 11 |
| I3- Digital Data, 4.8 kbps | | | | |
| Total Orders | 0 | Average Interval | 39 | Average Interval |
| Due Dates Missed | 0 | (In Days) | 2 | (In Days) |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 5.13% | 17 |
| | | 0.00 | | 7 |
| I4- Digital Data, 9.6 kbps | | | | |
| Total Orders | 4 | Average Interval | 844 | Average Interval |
| Due Dates Missed | 2 | (In Days) | 70 | (In Days) |
| % Due Dates Missed | 50.00% | 19 | 8.29% | 15 |
| | | 20 | | 11 |
| I5- Digital Data, 56 kbps | | | | |
| Total Orders | 11 | Average Interval | 14125 | Average Interval |
| Due Dates Missed | 3 | (In Days) | 1542 | (In Days) |
| % Due Dates Missed | 27.27% | 19 | 10.92% | 22 |
| | | 15 | | 18 |

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The bottom Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|--|------------------|-------------------------|-------------------|-------------------------|
| J1- Dedicated Hicap Digital, 1.544 mbps | | | | |
| Total Orders | 259 | Average Interval | 26094 | Average Interval |
| Due Dates Missed | 74 | (In Days) | 4941 | (In Days) |
| % Due Dates Missed | 28.57% | 40 | 18.94% | 28 |
| | | 40 | | 26 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
2 QTR 1999

| <u>AFFILIATE</u> | | | <u>ALL OTHERS</u> | | |
|---|-------------|------------------|-------------------|------------------|--|
| K1- Dedicated Hicap Digital, 3.152 mbps | | | | | |
| Total Orders | 0 | Average Interval | 25 | Average Interval | |
| Due Dates Missed | 0 | (In Days) | 5 | (In Days) | |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 20.00% | 18 | |
| | | 0.00 | | 18 | |
| K2- Dedicated Hicap Digital, 6.312 mbps | | | | | |
| Total Orders | 0 | Average Interval | 0 | Average Interval | |
| Due Dates Missed | 0 | (In Days) | 0 | (In Days) | |
| % Due Dates Missed | NO ACTIVITY | 0.00 | NO ACTIVITY | 0.00 | |
| | | 0.00 | | 0.00 | |
| K3- Dedicated Hicap Digital, 44.736 mbps | | | | | |
| Total Orders | 4 | Average Interval | 1232 | Average Interval | |
| Due Dates Missed | 0 | (In Days) | 259 | (In Days) | |
| % Due Dates Missed | 0.00% | 44 | 21.02% | 37 | |
| | | 97 | | 33 | |
| K4- Dedicated Hicap Digital, >45 mbps | | | | | |
| Total Orders | 0 | Average Interval | 25 | Average Interval | |
| Due Dates Missed | 0 | (In Days) | 1 | (In Days) | |
| % Due Dates Missed | NO ACTIVITY | 0.00 | 4.00% | 10 | |
| | | 0.00 | | 11 | |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 2 QTR 1999

| | <u>AFFILIATE</u> | | <u>ALL OTHERS</u> | |
|----------------------|------------------|-------------------------|-------------------|-------------------------|
| L1- Smart PAL | | | | |
| Total Orders | 5239 | Average Interval | 28 | Average Interval |
| Due Dates Missed | 527 | (In Days) | 6 | (In Days) |
| % Due Dates Missed | 10.06% | 14 | 21.43% | 13 |
| | | 12 | | 13 |
| L2- Basic PAL | | | | |
| Total Orders | 1800 | Average Interval | 12445 | Average Interval |
| Due Dates Missed | 289 | (In Days) | 789 | (In Days) |
| % Due Dates Missed | 16.06% | 23 | 6.34% | 6 |
| | | 19 | | 1 |

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.